Prince Edward Island

CANADA

Public Service Commission

Annual Report

2002-2003

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Prince Edward Island
Public Service Commission

Annual Report

For the fiscal year
April 1, 2002 to March 31, 2003

Cover Photo:
Premier's Long-term Service Award Recipients
25 and 30 years service

Message From the Minister

October 13, 2003

The Honourable J. Léonce Bernard
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9

Dear Sir:

In accordance with Section 4 of the *Civil Service Act*, I have the honour to submit the report of the Prince Edward Island Public Service Commission for the year ending March 31, 2003.

Respectfully submitted,

P. Mitchell Murphy
Minister Responsible for the
PEI Public Service Commission

Message From the Chair

October 13, 2003

The Honourable P. Mitchell Murphy
Minister Responsible for the
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Sir:

I have the honour to present to you the Annual Report of the Prince Edward Island Public Service Commission for the year ending March 31, 2003.

The report offers detailed information about the programs and activity undertaken by the board and its staff during the past year.

Respectfully submitted,

Basil Haire
Chair, PEI Public Service Commission

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Message From the Chief Executive Officer

Mr. Basil Haire, Chair
PEI Public Service Commission
PO Box 2000
Charlottetown, PE C1A 7N8

Dear Mr. Haire:

I am pleased to present the 2002-2003 Annual Report of the activities of the PEI Public Service Commission.

During this very busy year, the Public Service Commission experienced successes and challenges. Highlights included the completion of the Workforce Adjustment Program and the introduction of the Casual Conversion Project.

Restructuring of the health sector organization resulted in a significant increase in work load by all divisions in a short time frame. We continue to struggle with insufficient resources and delays in service delivery are unavoidable.

PEI was pleased to have the opportunity to host the National CEOs'/Commissioners' Conference in Stanley Bridge in September. We also were invited to conduct a comprehensive review of the HR Department in Nunavut.

A revision of the HR Policy and Procedures Manual was completed. We now anticipate implementation of a new records management system as we have completed the records series inventories for all commission records.

Initiation of proactive education sessions on the classification system was a highlight and we are already seeing benefits from this.

A Workplace Diversity Policy was formally launched in May and departments are developing diversity strategies as part of their human resource plans.

Recruitment in the health sector continues to be a challenge but we have experienced moderate successes. A career promotion and marketing strategy will be developed in the coming year as we attempt to attract and guide our high school students to a career in the public sector.

As a learning organization, we are very proud of our Pathways to Leadership program as a core training program for the public service. During this first year of the establishment of a Development and Training Fund for all employees, over $297,000 was awarded to eligible employees.

Much is being accomplished in our ongoing efforts to invest in our human capital and implement the strategies outlined in the Corporate HR Plan.

As we implement advanced technical solutions for the improvements of our human resource processes we look forward to implementing a new HRM System. Migration to an automated pension administration system for members employed in the health sector is ongoing.

Clarification of roles, processes and adequate resources are priorities for the coming year.

I want to recognize all PSC staff for their dedicated and untiring efforts during another challenging year.

Respectfully submitted,

M. Elaine Noonan
Chief Executive Officer

Message de la directrice générale

Monsieur Basil Haire, Président
Commission de la fonction publique de l'Î.-P.-É.
C.P. 2000
Charlottetown, PE C1A 7N8

Monsieur le président,

Je suis heureuse de vous présenter le rapport annuel 2002-2003 des activités de la Commission de la fonction publique de l'Î.-P.-É.

Au cours de cette année très occupée, la Commission de la fonction publique a connu des succès et des défis. Les points saillants comprennent la conclusion du Programme d'ajustement du Programme de réaménagement des effectifs et le début du projet de conversion des employé(s) occasionnel(le)s.

La restructuration de l'organisation du secteur de la santé s'est soldée par une augmentation importante de la charge de travail de toutes les divisions dans un court laps de temps. Nous éprouvons toujours des difficultés avec le manque de ressources et les délais dans la prestation des services sont inévitables.

L'Î.-P.-É. a été heureuse de pouvoir accueillir la Conférence nationale des directeurs généraux et des commissaires, à Stanley Bridge, en septembre. Nous avons également été invités à effectuer un examen complet du ministère des ressources humaines du Nunavut.

Nous avons complété la révision du Manuel de politiques et procédures des ressources humaines. Nous prévoyons maintenant mettre en place un nouveau système de gestion des dossiers étant donné que nous avons complété les inventaires de dossiers par séries de tous les dossiers de la Commission.

L'initiation à des séances de formation proactives portant sur le système de classification a été un point saillant et les bénéfices retirés sont déjà apparents.

Une politique sur la diversité en milieu de travail a été mise en vigueur en mai et les ministères sont en train d'élaborer des stratégies sur la diversité dans le cadre de leurs plans de ressources humaines.

Le recrutement dans le secteur de la santé continue de présenter un défi, mais nous avons connu un certain succès. Une stratégie de promotion de carrière et de marketing sera mise au point au cours de l'année qui vient alors que nous tentons d'attirer et de guider nos étudiants de l'école secondaire vers une carrière dans le secteur public.

En tant qu'organisation apprenante, nous sommes très fiers de notre Programme *Pathways to Leadership*, un programme de formation de base pour la fonction publique. Au cours de cette première année de mise en place d'un fonds de développement et de formation pour tous les employés, plus de 297 000 $ ont été octroyés aux employé(e)s admissibles.

Nos efforts d'investissement continus dans notre capital humain et dans la mise en œuvre des stratégies décrites dans le plan de gestion des ressources humaines (GRH) rapportent beaucoup.

Dans le cadre de la mise en place de solutions techniques avancées pour améliorer nos processus de ressources humaines, nous nous réjouissons à l'idée d'installer un nouveau système de GRH. L'installation d'un système de gestion des pensions automatisé pour les membres à l'emploi du secteur public se poursuit toujours.

La clarification des rôles, les processus et les ressources adéquates sont les priorités de la prochaine année.

Je tiens à remercier tout le personnel de la CFP pour son dévouement et ses efforts soutenus au cours d'une année remplie de défis.

Respectueusement soumis,

M. Elaine Noonan

M. Elaine Noonan, directrice générale

The PEI Public Service Commission Board Members

Basil Haire, Chair

Mr. Haire is currently a private consultant whose work includes sessional lecturer at UPEI, and instructor, facilitator and advisor on organizational review issues. He has a lengthy career in the educational sector as teacher, guidance counsellor and administrator and most recently has also worked in administration in the health sector.

Maureen Doyle

Ms. Doyle has 15 years experience in the administrative field. She was employed with Dalhousie University, Portland Estates Ltd. and departments of Transportation and Communication and Lands and Forestry in Nova Scotia.

Ms. Doyle presently lives in Earnscliffe.

Blair James

Mr. James works with Housing Services, Queen's Region Health Authority. He has been employed in the housing field for the past 33 years.

From 1977 until 1980, Mr. James was President of the Union of Public Sector Employees; and for three years, he served as Vice-president of the National Union of Provincial Government Employees.

Executive Summary

The Prince Edward Island Public Service Commission is composed of four divisions:

- Staffing and Human Resource Planning
- Classification and Labour Relations
- Corporate Services, Systems and Administration
- Learning and Staff Development.

During the year a consulting firm was contracted to review the funding and resources required to provide the broad range of human resource services to the health sector by the Public Service Commission. The outcome was the Avalon Report whose recommendations laid the foundation for further work to quantify the value of the work performed by all parties and to identify how and where the human resource functions are best performed.

The Public Service Commission was involved in planning and preparing for the casual conversion initiative which will occur during the period April 2003 to March 2004. This initiative resulted from a workforce review which highlighted a number of long-standing casual positions which are required on an ongoing basis.

The Staffing and Human Resource Planning Division continued to have a high level of activity. Most of the services were provided to the civil and health sectors.

The division also formally launched the Workplace Diversity Policy. The communication strategy involved a poster, booklet, Web site, and information sessions with management teams and staff of various departments.

The Seasonal Hiring Centre was established in 1999 to receive and process applications for seasonal jobs that the departments cannot fill through the recall process. During the year, applications were received from 3,000 individuals and 161 were placed in recall seasonal positions.

In relation to health recruitment, nursing continues to be the major effort but other professions also present recruiting challenges. In addition to print and online advertising, attendance at job fairs and nursing schools, other recruiting activities were utilized during the year. Two videos were produced by Multimedia Services – Choosing a Career in Health and Rural Nursing Recruitment.

The Classification and Labour Relations Division conducted approximately 400 reviews during the year and these were comprised of approximately 50 per cent from the civil sector and 50 per cent from the health sector.

Staff of the division were also involved in a significant project to provide information on similar jobs within the Atlantic Region. A committee involving the four Atlantic Provinces has compared the work of more than 100 positions and relevant information has been compiled. This group, known as the Atlantic Benchmark Committee, will explore information technology solutions to allow for the maintenance and upkeep of this information.

Work on the International Union of Operating Engineers (IUOE) classification grievances scheduled to be held in April 2003 was completed during the January to March period in partnership with HRA Inc.

The division also conducted work on job specifications for civil service positions and provided education sessions on job description writing, management and employee roles in the classification process and the components of the classification system.

The division assisted health sector management in its consultation process with excluded health employees in April and May 2002 and in labour management issues resulting from the reorganization of the health regions and the Department of Health and Social Services announced in the fall of 2002. As well, staff contributed to negotiation proceedings with unionized employees of the health sector as Treasury Board representative in negotiations with the Prince Edward Island Nurses Union. This negotiation resulted in a signed agreement in September 2002.

Within the civil service, significant work was achieved through committees which were agreed to in UPSE/Civil Service collective agreement. These included the Information Technology Recruitment and Retention Committee which tabled its report on November 22, 2002; the Employee Handbook Committee which produced a helpful handbook of employment policies, programs and services in July 2002; the Vacancy Review Committee; and the Cash Handling Committee which submitted their report in February 2003.

The Corporate Services Systems and Administration Division in conjunction with the Staffing and Human Resource Planning Division completed an update of the PSC Policy and Procedures Manual. The updated version was made available electronically through the intranet.

The division continued to facilitate the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures, and discuss HR related issues.

As part of the records management initiative, the division coordinated the completion of records series inventories for all PSC records. These records series inventories will be forwarded to the Public Records Committee during the next fiscal year and once approval is received will form the basis of the new records management system.

The Public Service Commission, at the request of Treasury Board, joined representatives of the education and health sectors in a review of the future direction of the Human Resource Management System (HRMS) including payroll. Agreement was reached to pursue one system for all three sectors.

The division facilitated the improvement of human resource processes through the use of technical solutions including the development of a confidential exit interview system, an interface from the online applicant system (Jobs PEI) to the HR management system, implementation of an online ergonomics self-assessment tool on the internal Web site and electronic access to various HR forms.

During the past year, Employee Benefits implemented an online pension calculator that allows members to input salary and service information and obtain an estimate of their pension benefit amount. The calculator is currently available to employees who have access to the government's intranet and can be accessed at *http://iis.peigv/pensionestimator*.

Employee Benefits continued to focus its efforts on the migration to a new pension administration system for those employees who participate in the Civil Service Superannuation Plan. Members employed in the civil service were administered by the automated Pension Administration System during the past year; however, for those members employed in the health sectors, staff began transferring members' data from hard-copy files to the new system. It is anticipated that this exercise will be completed by fall of 2003.

The Learning and Development Division was also active during the year. The Learning Centre's Pathways to Leadership initiative that was launched in June 2000 has become the focal point of the efforts of the Learning Centre staff.

The recently completed evaluation of the program emphasized this point by recommending that, ". . . the Foundation Program become a core training program for the public service." A second group of participants is nearing the end of the program and a third intake of candidates will begin the program in June 2003.

In December 2002, The Learning Centre, along with Occupational Health and Safety, moved to their new location on Burns Avenue.

Both the Unionized and Excluded Employee Development and Training Funds were launched in the past year. By the end of the fiscal year, more than $297,000 in total funding had been awarded to eligible employees by the funds.

During the year 280 employees completed a total of 1,337 hours of instruction in French offered through the French Language Training Centre. Courses ranged from beginner to maintenance of French language skills. A highlight of the year was the development of a Web site with capacity for online registration.

In the past year there were 1,319 contacts for Employee Assistance Program services for employees or family members. These employees wanted assistance in dealing with work or personal issues that were (or potentially could be) impacting their performance.

The EAP works in collaboration with departments to respond to critical incidents that occur at the workplace. During the past year the program worked successfully with HR managers to develop a policy on how departments are to respond when a critical incident occurs.

Effective December 20, 2002, the Occupational Health and Safety (OHS) legislation was amended to indicate that every department and commission was required to establish and maintain a written OHS program. The OHS program facilitated information sessions for the departments in January and continues to meet with departmental representatives providing training and consultation as they comply with the amended legislation.

Training continues to be requested frequently with over 1,120 employees receiving training this year. The safety officer completed and reported on 78 worksite inspections this year and 32 employees attended the heart check clinic at the Charlottetown Garage. Hearing testing, indoor air quality testing and ergonomic assessments were also conducted.

A Corporate Workplace Wellness Plan was developed and endorsed in March 2003. The eight recommendations in the plan address health practices, personal resources and workplace culture, physical environment, and education and awareness.

The most recent management trainee competition was very successful with an initial 100 qualified applicants. As a result of this competition, two new trainees will begin their placements early in the next fiscal year.

On June 14, 2002, Premier Pat Binns hosted a reception for civil service employees who earned an award for 25, 30 and 35 years of continuous service in the calendar year 2001. There was no one with 35 years of service this year; 25 employees with 30 years of service and 47 employees with 25 years of service.

On June 14, 2002, Provincial Treasurer Pat Mella hosted a reception for civil service employees who earned an award for 20 years of continuous service in the calendar year 2001. There were 45 employees eligible for this award.

The Employee Innovation AwardsProgram received 26 new suggestions from employees with ideas on how to improve service, improve workplace safety and wellness, or to reduce cost. There were 12 suggestions still under consideration from previous years and 41 from 2001/2002. There were no cash awards, 11 gift awards, 15 rejected, and two withdrawn. The remainder of the suggestions are currently being investigated to determine if they can be implemented. The winner of the plaques this year for the department whose employees submitted the most suggestions was Transportation and Public Works and the winner for the department whose employees had the most suggestions implemented was Development and Technology.

These highlights help to reflect not only the level and variety of activity during the year but also the PEI Public Service Commission's success in fulfilling its goals.

Employee Innovation Awards

Premier's Long-term Service Awards Recipients

20 years

25 and 30 years

Sommaire exécutif

La Commission de la fonction publique de l'Île-du-Prince-Édouard se compose des quatre divisions suivantes : Dotation et planification des ressources humaines; Classification et relations de travail; Systèmes des services ministériels et administration; Apprentissage et perfectionnement du personnel. La Commission offre des services de ressources humaines aux ministères, aux administrations régionales des soins de santé et, de façon limitée, aux commissions scolaires. La Commission concentre ses activités sur l'établissement de partenariats avec les ministères, les régions sanitaires, les syndicats et d'autres intervenants dans le but d'élaborer des initiatives stratégiques liées aux ressources humaines.

La Commission offre des services dans les secteurs suivants : classification, recrutement et sélection; conception et développement organisationnels; planification des ressources humaines; administration de la paye et des avantages sociaux; apprentissage et perfectionnement; élaboration de politiques; santé et sécurité au travail; relations de travail; programme d'aide aux employés; diversité de l'effectif.

Cette année, les services d'une société d'experts-conseils ont été retenus pour examiner le financement et les ressources nécessaires à la prestation d'un large éventail de services de ressources humaines au secteur de la santé par la Commission de la fonction publique. Il en a résulté le rapport Avalon dont les recommandations ont jeté les bases d'activités supplémentaires visant à chiffrer la valeur du travail exécuté par toutes les parties et visant à déterminer comment et où les fonctions liées aux ressources humaines sont les mieux exécutées.

La Commission de la fonction publique a participé à la planification et à la préparation de l'initiative de conversion des emplois occasionnels, qui sera entreprise d'avril 2003 à mars 2004. Cette initiative a résulté d'un examen de l'effectif qui a fait ressortir un certain nombre de postes occasionnels occupés depuis longtemps qui sont nécessaires de façon régulière.

La Division de la dotation et de la planification des ressources humaines a continué son niveau élevé d'activités. La plupart des services ont été fournis au secteur de la fonction publique et au secteur de la santé.

La Division a aussi lancé officiellement la politique sur la diversité en milieu de travail. Dans le cadre de la stratégie de communication, une affiche, une brochure, un site Web et des séances d'information avec les équipes de gestion et le personnel de divers ministères ont été préparés.

Le Centre d'embauche saisonnier a été créé en 1999 pour recevoir et traiter les demandes d'emplois saisonniers auxquelles les ministères ne peuvent pas répondre par le biais du processus de rappel. Au cours de l'année, des demandes ont été reçues de 3 000 personnes, dont 161 ont pu occuper des postes saisonniers par le biais du processus de rappel.

Dans le secteur de la santé, le recrutement d'infirmières et d'infirmiers continue d'être la principale activité, mais d'autres professions présentent également des défis en matière de recrutement. Cette année, en plus d'annoncer les postes dans les journaux et en ligne, nous avons participé à des salons de l'emploi, nous avons visité des écoles d'infirmières et d'infirmiers et nous avons organisé d'autres activités de recrutement. Deux films vidéo ont été produits par Island Focus - *Choosing a Career in Health* et *Rural Nursing Recruitment*.

Cette année, la Division de la classification et des relations de travail a effectué quelque 400 examens dont environ 50 % visaient le secteur de la fonction publique et 50 % le secteur de la santé.

Le personnel de la Division a également participé à un projet important dans le cadre duquel des renseignements devaient être fournis sur des emplois semblables dans la région de l'Atlantique. Un comité groupant les quatre provinces atlantiques a comparé le travail de plus de 100 postes et l'information pertinente a été consignée. Ce groupe, le Comité des postes repères de l'Atlantique, examinera les solutions de technologie de l'information pour assurer la tenue et la mise à jour de cette information.

Les activités à l'égard des griefs de classification de l'*International Union of Operating Engineers* (IUOE) prévues pour avril 2003 ont été entreprises entre janvier et mars, en partenariat avec HRA Inc.

La Division a également entrepris des activités à l'égard des particularités des postes de la fonction publique et a présenté des séances de formation sur la rédaction des descriptions de travail, sur les rôles de la direction et des employés dans le processus de classification et sur les éléments du système de classification.

La Division a aidé la direction du secteur de la santé dans son processus de consultation avec les employés du secteur de la santé qui sont exemptés en avril et en mai 2002 et dans le règlement de questions syndicales-patronales résultant de la réorganisation des régions sanitaires et du ministère de la Santé et des Services sociaux annoncée à l'automne 2002. De plus, le personnel a contribué au processus de négociation avec les employés syndiqués du secteur de la santé en tant que représentant du Conseil du Trésor dans les négociations avec le *Prince Edward Island Nurses Union*. Ces négociations ont entraîné la signature d'une entente en septembre 2002.

À la fonction publique, des travaux importants ont été réalisés par le biais de comités qui avaient été prévus dans la convention collective du SEFP. Voici des exemples de ces comités : le Comité de recrutement et de maintien de l'effectif dans le secteur de la technologie de l'information qui a présenté son rapport le 22 novembre 2002; le Comité responsable du guide des employés qui a préparé un guide utile sur les politiques, les programmes et les services liés à l'emploi en juillet 2002; le Comité d'examen des postes vacants et le Comité de gestion des fonds qui ont présenté leur rapport en février 2003.

La Division des systèmes des services ministériels et de l'administration a terminé, conjointement avec la Division de la dotation et de la planification des ressources humaines, une mise à jour du Manuel de la politique et des procédures de la CFP. La version à jour a été versée dans le site intranet.

La Division a continué d'aider le Groupe des gestionnaires des ressources humaines qui se réunit une fois par mois pour échanger des idées, communiquer de l'information concernant les initiatives en cours, donner de la rétroaction sur les politiques et les procédures et discuter des questions liées aux ressources humaines.

Dans le cadre de l'initiative de gestion des dossiers, la Division a coordonné l'inventaire de tous les dossiers de la CFP. Cet inventaire sera envoyé au Comité des dossiers publics durant le prochain exercice et, une fois approuvé, il formera la base du nouveau système de gestion des dossiers.

À la demande du Conseil du Trésor, la Commission de la fonction publique a participé avec des représentants des secteurs de l'éducation et de la santé à un examen de l'orientation future du Système de gestion des ressources humaines (SGRH), y compris les services de paye. Ces personnes ont convenu d'établir un système pour les trois secteurs.

La Division a aidé à améliorer les processus liés aux ressources humaines en utilisant des solutions techniques, y compris l'établissement d'un système confidentiel d'entrevues de fin d'emploi, une interface allant du système de demandeurs en ligne (Emplois Î.-P.-É.) au système de gestion des ressources humaines, la mise en place d'un outil d'auto-évaluation ergonomique en ligne sur le site Web interne et un accès électronique à divers formulaires de ressources humaines.

Tout au long de l'année, le secteur des avantages sociaux a mis en place un outil de calcul des pensions en ligne qui permet aux membres d'entrer l'information sur le salaire et le service et d'obtenir une estimation du montant de leurs prestations de pension. L'outil de calcul est actuellement disponible aux employés qui ont accès à l'intranet du gouvernement à l'adresse *http://iis.peigov/pensionestimator*.

Le secteur des avantages sociaux a continué de concentrer ses activités sur le passage à un nouveau système d'administration des pensions pour les employés qui participent au Régime de retraite de la fonction publique. Ces fonctionnaires étaient administrés par le Système automatisé d'administration des pensions durant la dernière année; cependant, les dossiers papier des membres travaillant dans le secteur de la santé ont commencé à être transférés dans le nouveau système. On prévoit que cette activité sera terminée d'ici l'automne 2003.

La Division de l'apprentissage et du perfectionnement du personnel a également été active cette année. L'initiative *Pathways to Leadership* du Centre d'apprentissage, qui a été lancée en juin 2000, est devenue le point central des activités du personnel du Centre. L'évaluation du programme qui vient d'être terminée a insisté sur ce point en recommandant que le *Foundation Program* devienne un programme de formation de base pour la fonction publique. Un deuxième groupe de participants est presque rendu à la fin du programme et un troisième groupe de participants commencera le programme en juin 2003.

En décembre 2002, le Centre d'apprentissage et le secteur de la santé et de la sécurité au travail ont déménagé dans leurs nouveaux locaux de l'avenue Burns.

Les fonds axés sur la formation et le perfectionnement des employés syndiqués et exemptés ont été lancés au cours de la dernière année. À la fin de l'exercice, un financement total de plus de 297 000 $ a été accordé aux employés admissibles dans le cadre de ces fonds.

Durant l'année, 280 employés ont suivi un total de 1 337 heures de formation en français offertes par le Centre d'enseignement du français. Il s'agissait de cours pour débutants et de cours de maintien des compétences en français. Il y a également eu un événement important cette année : l'établissement d'un site Web permettant l'inscription en ligne.

Durant l'année, il y a eu 1 319 contacts pour des services du Programme d'aide aux employés visant des employés ou des membres de leur famille. Ces employés voulaient obtenir de l'aide pour régler des problèmes liés au travail ou des problèmes personnels qui avaient (ou pouvaient avoir) des répercussions sur leur rendement.

Les responsables du Programme d'aide aux employés travaillent en collaboration avec les ministères pour répondre aux incidents critiques qui surviennent en milieu de travail. Cette dernière année, ils ont élaboré avec les gestionnaires des ressources humaines une politique qui décrit comment les ministères doivent répondre à un incident critique qui survient.

Depuis le 20 décembre 2002, la loi portant sur la santé et la sécurité au travail a été modifiée; il y est maintenant indiqué que chaque ministère et chaque commission doivent établir et maintenir un programme de santé et de sécurité au travail. Les responsables du Programme de santé et de sécurité au travail ont tenu des séances d'information pour les ministères en janvier et continuent de rencontrer leurs représentants en fournissant de la formation et des consultations, conformément à la loi modifiée.

Les services de formation sont encore souvent demandés; plus de 1 120 employés ont reçu une formation cette année. L'agent de sécurité a effectué 78 inspections au lieu de travail et préparé les rapports pertinents, et 32 employés ont assisté à la clinique d'évaluation du coeur au garage de Charlottetown. De plus, des tests auditifs, des tests de qualité de l'air à l'intérieur et des évaluations ergonomiques ont été effectués.

Un plan ministériel de mieux-être en milieu de travail a été élaboré et approuvé en mars 2003. Les huit recommandations du plan portent sur les pratiques en matière de santé, les ressources personnelles et la culture en milieu de travail, l'environnement physique, l'éducation et la sensibilisation.

Le plus récent concours des stagiaires en gestion a obtenu beaucoup de succès, car 100 candidats s'y sont qualifiés initialement. À la suite de ce concours, deux nouveaux stagiaires commenceront leur affectation au début du prochain exercice.

Le 14 juin 2002, le premier ministre Pat Binns a organisé une réception à l'intention de fonctionnaires qui avaient 25, 30 et 35 années de service continu à l'année civile 2001. Aucun employé n'avait 35 années de service cette année; 25 employés avaient 30 années de service et 47 employés avaient 25 années de service.

Le 14 juin 2002, la trésorière provinciale, Pat Mella, a organisé une réception à l'intention de fonctionnaires qui avaient 20 années de service continu à l'année civile 2001. Au total, 45 employés étaient admissibles.

Le Programme de prix à l'innovation pour les employés a reçu 26 nouvelles suggestions d'employés qui ont formulé des idées sur la façon d'améliorer le service, ainsi que la sécurité et le mieux-être en milieu de travail, ou sur la façon de réduire les coûts. Douze suggestions d'années antérieures et 41 suggestions de l'exercice 2001-2002 étaient encore à l'étude. Aucun prix en argent n'a été remis, 11 prix (cadeaux) ont été remis, 15 suggestions ont été rejetées et deux suggestions ont été retirées. Les autres suggestions font actuellement l'objet d'un examen pour déterminer si elles peuvent être mises en application. Cette année, le gagnant de la plaque pour le ministère dont les employés ont présenté le plus grand nombre de suggestions a été Transports et Travaux publics et le gagnant pour le ministère dont les employés ont présenté le plus grand nombre de suggestions mises en application a été Développement et Technologie.

Programme des prix d'Innovation des employés

Ces faits saillants font ressortir non seulement le niveau et la variété d'activités entreprises pendant l'année, mais aussi les succès obtenus par la Commission de la fonction publique de l'Î.-P.-É. en ce qui a trait à la réalisation de ses buts.

Récipiendaires des récompenses du premier ministre pour longs états de service

20 ans

25 et 30 ans

Staffing and Human Resource Planning Division

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity and human resource planning. Our clients include employees and employers from the broad public sector as well as members of the public.

Staffing Services

When vacancies occur in government departments and health regions, job advertisements are developed and distributed. Applications are reviewed and processed in response to these advertisements. A staffing officer is assigned to each competition and works with employer representatives to establish a comprehensive selection process. Position analyses and evaluation criteria specific to the position being filled are developed to ensure the process is relevant. The selection board, comprised of employer representatives and a staffing officer, screen applications to determine which candidates are eligible and qualified for the competition. These candidates are then evaluated and appointments are made.

Staffing services provided to the health regions continued according to a contract negotiated in 1993, with no changes made to the terms since that time, although costs, work volume, and the structure of the health system has changed dramatically. A consulting company was contracted to review the broad range of human resource services required by the regions. In November 2002, the consulting company's recommendations were adopted by the health system and the Public Service Commission. These recommendations lay the foundation for further work to quantify the value of the work performed by all parties, and to identify how and where the human resource functions are best performed.

Workforce Adjustment

The voluntary Workforce Adjustment Program announced in February 2002 resulted in 138 retirements from the civil service between March and May 2003. During the following months, government departments reported to Treasury Board on the realignment of their departments' work with a smaller workforce. Only positions deemed essential by Treasury Board were approved for staffing.

Casual Conversion

This review of the workforce highlighted the number of long-standing casual positions which were required on an ongoing basis. As a result, a Casual Conversion Project is being planned which will convert necessary long-standing casual positions to permanent status, and then staff them in accordance with the *Civil Service Act* and the UPSE Collective Agreement. Temporary changes are being planned for the *Civil Service Act* which will allow many of government's casual employees to apply for these and other in-service competitions. This casual conversion initiative is planned for April 2003 to March 2004.

Diversity

The Workplace Diversity Policy was formally launched in May 2002. A communication strategy involved a poster, booklet, a Web site and information sessions with the management teams and staff of various departments.

Many educational programs were made available and a workplace diversity survey was conducted.

The number of clients from the designated groups seeking employment with the provincial government increased with the announcement of the policy, and departments were encouraged to develop diversity strategies as part of their individual human resource plans.

The diversity policy requires the Public Service Commission to report annually to the minister responsible for the commission on the implementation progress of the policy. This report can be found later in this document.

Premier's Award for Diversity

Seasonal Hiring Centre

The Seasonal Hiring Centre was established in 1999 to receive and process applications for seasonal jobs that the departments cannot fill through the recall process. These vacancies occur when previous employees are not returning or where new positions arise.

During 2002-2003, applications were received from 3,000 individuals and 161 were placed in recall seasonal positions.

Health Recruitment

While nursing recruitment continues to be the major effort, other professions also present recruiting challenges. These include speech language pathologists, radiation therapists, pharmacists, experienced child welfare social workers, and MRI technologists among others. If positions are bilingual or located in smaller areas, the recruiting challenge is compounded.

In addition to print and online advertising, attendance at job fairs and nursing schools, other recruiting activities were utilized during this past year. Two videos were produced by Multimedia Services – Choosing a Career in Health and Rural Nursing Recruitment.

Work has begun on a career promotion marketing strategy aimed at high school students. This strategy is funded through the Canada/Prince Edward Island Labour Market Development Agreement and encourages students to pick careers in either the trades or health professions.

Classification and Labour Relations Division

The Classification and Labour Relations Division contributes toward a well-managed productive workforce through leadership and service in human resource management. To achieve this, the division is organized into two sections.

Classification Services

The role of Classification Services is to determine the relative worth of jobs. This is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

To this end, Classification Services is responsible for the development, maintenance, and administration of the job evaluation process, and the classification plan which establishes the framework for salary negotiations. The section also provides advice on organizational design and compensation.

Classification Services provides services for departments of government in accordance with the *Civil Service Act*. Classification Services are provided to the regional health authorities and regional school boards and to other public sector organizations on an agreed-to basis.

Classification Activities

Approximately 400 classification reviews were conducted by staff during fiscal year 2002-2003. This work is comprised of approximately 50 per cent civil service sector and 50 per cent health sector when the Department of Health and Social Service files are included with the health sector statistics. The restructuring of health sector organizations in the fall of 2002 required significant classification work to be completed in a short time frame. This unplanned service requirement caused delays in service to other clients. In addition to the individual classifications completed, a study of health sector cooks involving 29 positions occurred during the year. As well, the positions which were to be staffed in the first round of the casual conversion project in April 2003 were reviewed but are not included in these 2002-2003 statistics.

Staff of Classification Services has been involved in a significant project to provide information on similar jobs within the Atlantic Region. A committee involving the four Atlantic Provinces has compared the work of more than 100 positions and relevant information has been compiled. This group, known as the Atlantic Benchmarking Committee, will over the next year explore the information technology solutions to allow for the maintenance and upkeep of this information. The division as well contributed to the initial startup of a national database for health sector positions; but due to the shortage of resources, could not continue participating in this project.

A review of the human resource service delivery system provided within the health system and the Public Service Commission was conducted in 2002. This review resulted in the Avalon Report which identified the under-resourcing of the division and health sector clients and unions expressing dissatisfaction with classification services. Their dissatisfaction centred predominately in the areas of communication activity and delay in service delivery.

The Joint Steering Committee recommended that the evaluation of health sector jobs should remain centralized with the Public Service Commission, that a higher priority be given to improved communication and that roles, accountability and processes for job analysis and evaluation be clearly defined and documented within the health system.

Work on the International Union of Operating Engineers (IUOE) classification grievances scheduled to be held in April 2003 was completed during the January-March period in partnership with HRA Inc.

Job specification work for civil service positions is being done. This work is anticipated to be completed in 2003/04.

Proactive education sessions on topics including job description writing, management and employee roles in the classification process and on the components of the classification system were provided to the Civil Service employees and managers with good results.

Labour Relations Services

Labour Relations Services provides assistance to management on a wide spectrum of human resource issues; represents Treasury Board in collective bargaining within the public sector; provides advice on the administration and interpretation of the collective agreement between government and the Union of Public Sector Employees; and develops and implements, with the assistance of government departments, policies and programs consistent with organizational needs and provides education on modern labour relations practices. The administration of the cross-sectoral labour relations contract with HRA Inc. is administered by this section.

Labour Relations Activities

The division assisted health sector management in its consultation process with excluded health employees in April and May 2002 and in labour management issues resulting from the reorganization of the health regions and the Department of Health and Social Services announced in the fall of 2002. As well, staff contributed to negotiation proceedings with unionized employees of the health sector as Treasury Board representative in negotiations with the Prince Edward Island Nurses Union. This negotiation resulted in a signed agreement in September 2002.

Within the Civil Service, significant work through committees which were agreed to in UPSE/Civil Service collective agreement was achieved. These included committees such as the Information Technology Recruitment and Retention Committee which tabled its report on November 22, 2002; the Employee Handbook Committee which produced a helpful handbook of employment policies, programs and services in July, 2002; the Vacancy Review Committee; and the Cash Handling Committee which submitted their report in February 2003.

The Public Service Commission consulted with the Union of Public Sector Employees in the initiation of the casual conversion project which would see long-standing casual positions needed on an ongoing basis converted to permanent status. The project necessitated temporary changes to the *Civil Service Act* to provide casual employees an opportunity to apply for internal competitions during the one year of the casual conversion project. The necessary changes to the *Civil Service Act* were approved by the Legislature and on March 26, 2003, Treasury Board approved in principle the creation of the necessary funded positions estimated to be in the range of 250 full- and part-time positions.

Within the civil service, staff developed an exit survey database which in cooperation with line departments will provide information to assist with proactive human resource policy development.

Ongoing efforts to provide advice in labour relations and human resource management issues to line departments continue. Matters such as performance management, workplace harassment, the duty to accommodate, and appropriate disciplinary practice has been the major areas of involvement. Training with managerial and supervisory employees has as well occurred during the last year.

During the past year, staff participated in an extensive review of alternative service delivery (outsourcing) model for the information technology services of government. This met substantial resistance from the Union.

The Avalon Report identified that health and the civil service need to continue to build internal resource capacity in the labour relations field.

Corporate Services, Systems and Administration Division

The Corporate Services, Systems and Administration Division provides leadership in the areas of pensions and benefits, payroll administration, systems administration and corporate services. The division is composed of the following sections.

Corporate Services

The section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

The update of the Human Resource Policy and Procedures Manual was completed during the fiscal year. This was a very time consuming exercise but the updated version has proven extremely helpful to all employees especially those at the supervisory levels.

The section coordinates the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR related issues. The HR Forum is highly valued as a networking and communication vehicle within government.

As part of the records management initiative the division coordinated the completion of records series inventories for all PSC records. These records series inventories will be forwarded to the Public Records Committee early in the next fiscal year and once approval is received they will form the basis of the new records management system.

Systems and Administration

Systems and Administration provides a variety of services to the civil service and health sectors and to the internal staff of the Public Service Commission. Services include management of the civil service payroll, Human Resources Management System for the civil service and health sector, advice and assistance on human resource technology initiatives, advice on the administration of the collective agreement between government and the Union of Public Sector Employees and Public Service Commission administration.

Services to departments and health regions include reporting on HR data and payroll data (civil sector). We continue to meet regularly with civil and health sector user groups to ensure processes and systems meet the needs of the various organizations.

The Public Service Commission, at the request of Treasury Board, joined representatives of the education and health sectors in a review of the future direction of the Human Resource Management System (HRMS) including payroll. That process remains ongoing.

Systems and Administration assisted the health regions implement the health sector reorganization in the Human Resource Management System.

System and Administration continues to support the various divisions of the Public Service Commission and departments to find technical solutions which will assist in the improvement of human resource processes. Such improvements include:

- Confidential Employee Exit Interview System
- Development of an interface from the online applicant system (Jobs PEI) to the HR management system
- Various HR forms were made available in electronic form
- Co-ordinated the implementation of the HR Policy and Procedures manual on the internal Web site
- Co-ordinated the implementation of an online ergonomics self assessment tool on the internal Web site

Employee Benefits

The Employee Benefits Section provides centralized administrative services for government's employee benefits programs. Services provided include financial management of the benefit programs; administration of pension programs to active and retired government employees, judges and MLAs; and administration of a global employee benefits budget for provincial government.

During the past year, Employee Benefits implemented an online pension calculator that allows members to input salary and service information and obtain an estimate of their pension benefit amount. The calculator is currently available to employees who have access to the government's intranet and can be accessed at *http://iis.peigov/pensionestimator*.

Employee Benefits continued to focus its efforts on the migration to a new pension administration system for those employees who participate in the Civil Service Superannuation Plan. Those members employed in the civil service were administered by the automated Pension Administration System during the past year; however, for those members employed in the health sectors, staff began transferring members' data from hard-copy files to the new system. It is anticipated that this exercise will be completed by fall of 2003.

Learning and Development Division

The Learning and Development Division is mandated to contribute to fulfilling government's commitment to becoming a learning organization and to create continuous learning opportunities for its employees.

This is accomplished through the delivery of programs that foster leadership development, personal growth, individual well-being and safe, productive work sites.

The division is organized into the following program areas:

- The Learning Centre
- French Language Training
- Employee Assistance
- Occupational Health and Safety
- Wellness
- Management Trainee Program

The Learning Centre

The Learning Centre continues to provide quality learning and development opportunities to Prince Edward Island Public Service employees by "inspiring the potential in people through leadership and learning."

The Pathways to Leadership initiative, launched in June 2000, has become the focal point of the efforts of the Learning Centre staff. The recently completed evaluation of the Pathways to Leadership Foundation Pathway further emphasized this point by recommending that, "...the Foundation Program become a core training program for the public service." The organization has immediately recognized the value of the program by offering new employment opportunities within the provincial civil service to several recent graduates of the first program group. A second group of foundation participants is nearing the end of the program and a third intake of leadership candidates will begin the program in June 2003.

In addition to the Pathways to Leadership program, Learning Centre consultants respond to a wide variety of requests for customized interventions within government departments. Recent changes in our provincial health system has contributed to a new demand for consulting and intervention services.

Foundation Graduating Class

The Learning Centre continues to partner with the Managers' Network to deliver learning opportunities to managers and supervisors working in the three levels of the PEI public service.

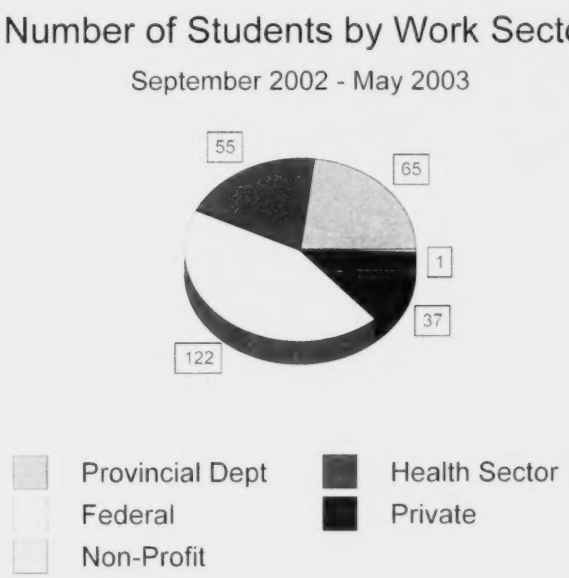
In December 2002, The Learning Centre along with Occupational Health and Safety moved from its location on Richmond Street to Burns Avenue in West Royalty. The new location provides an environment that facilitates learning, lots of parking for staff and course participants and the transition for all went very smoothly.

Both the Unionized and Excluded Employee Development and Training Funds were launched in the past year. By the end of the fiscal year, more than $297,000 in total funding had been awarded to eligible employees by the funds. An evaluation of both funds was conducted and will serve as a baseline from which to measure the progress during the second year of operation and to make any necessary changes to the policy. Overall, the fund has had a very positive impact across government and employees appreciated the financial assistance. The selection committees' challenges for the new year are to ensure equitable access, increase the number of eligible individuals accessing the fund and to continue to market the fund.

French Language Training

The primary mandate of the Language Training Program is to provide provincial government employees with quality part-time language training at a variety of levels from beginner to maintenance of French language skills. The program supports government's *French Language Services Act* by developing the French language skills of provincial government employees who express a desire to learn the language. Our goal is to augment government's bilingual capacity.

In 1998 a federal/provincial partnership was formed to provide French language training to provincial and federal government employees on Prince Edward Island. Since that time, provincial and federal programs are co-located at the Language Training Centre, 119 Kent Street in Charlottetown.



Under the five-year partnership agreement, the province once again contracted with the Public Service Commission of Canada to deliver full-time language training to 15 federal government employees. Part-time training was also provided for combined groups of provincial and federal government employees.

The part-time program is comprised of levels from beginner to maintenance and operates over two semesters in various locations across the Island. In the year 2002-2003, 280 employees completed a total of 1,337 hours of instruction in French, representing 31 classes having eight to 12 students each. Most students were successful in their efforts to complete their levels on personal time, two evenings a week.

French Language Training continued to provide French oral proficiency evaluations on demand for Staffing and Human Resource Planning. A joint training session with the Department of Education has increased the number of people in both the Public Service Commission and Education who are able to do formal oral proficiency evaluations with employees.

At the end of each year, intermediate students are invited for an oral proficiency evaluation. This year 12 students were evaluated.

French Language Training maintains responsibility for keeping a current database of bilingual provincial government employees.

A highlight of the year was the development of a Web site with capacity for online registrations. This has helped in promotion of programs and has made the registration process more efficient for employees.

Throughout the year, French Language Training collaborated with Acadian and Francophone Affairs in promoting bilingual services throughout provincial government.

Employee Assistance Program (EAP)

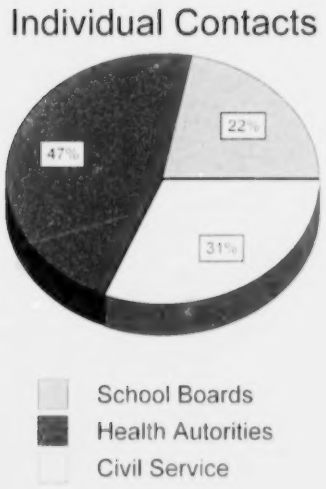
The Employee Assistance Program provides support and consultation, in areas of stress management, to employees and managers within the public sector of health regions, school boards and the civil service.

Staff worked closely with PSC senior management and the EAP Advisory Committee to address ways of improving customer access to the service. This resulted in full-time administrative support now being available at the first point of contact.

During the past year, demand for the service continued to be strong, resulting in the staff being strategic in delivering stress management seminars. Through consulting with worksites, stress management seminars are being offered as part of the worksite wellness plans, which are in support of corporate wellness.

The EAP works in collaboration with departments to respond to critical incidents that occur at the workplace. During the past year the program worked successfully with human resource managers to develop a policy on how departments are to respond when a critical incident occurs. This protocol will be of benefit to the affected department and the EAP staff responding to the incident.

The EAP team continues to provide more consultation to supervisors. This past year saw much consultation on issues regarding employees and stress. These include education discussions on stress and burnout; attendance management; fit-for-duty and duty to accommodate. These complex issues require a coordinated approach by PSC staff consulting with departments.



In the past year there were 1,319 contacts for individual service for the employee or family members. These employees wanted assistance in dealing with work or personal issues that were (or potentially could be) impacting their performance. Two hundred and eighty-five contacts were from the school boards; 622 were from the health regions; and 412 were from the civil service. See the graph above.

Occupational Health and Safety Program (OHS)

The Occupational Health and Safety (OHS) Program continues to provide OHS services to managers and employees of the civil service and to the health regions on a contractual basis.

Effective December 20, 2002, the OHS legislation was amended to indicate that every department and commission was required to establish and maintain a written occupational health and safety program. The OHS Program facilitated legislation information sessions for the departments in January and continues to meet with their departmental representatives providing training and consultation as they comply with the amended legislation. This is a large piece of work.

Training continues to be requested frequently. The number of employees receiving training was up this year to 1,120 employees from 1,000 last year. A total of 66 sessions were given on Workplace Hazardous Materials Information System (WHMIS), OHS general safety, role and responsibilities of OHS committees, fall protection, scent-reduced policy, safety for young workers, office ergonomics, workplace inspection, living with shift work, and accident investigation.

The safety officer completed and reported on 78 worksite inspections, 68 for highway crews and 10 for other departments. He also followed up on his recommendations and worked with managers to ensure his recommendations were implemented.

A very successful heart check clinic was held at the Charlottetown Government Garage in February, with 32 employees being screened for cholesterol, blood sucrose and blood pressure. Appropriate referrals and followups were completed. Summerside Government Garage requested a clinic for that workplace be held in September 2003.

Hearing assessments including referrals and followups were administered to 375 employees in the Department of Transportation and Public Works. The Department of Agriculture and Forestry has requested that their crews who work in noise be screened in 2003.

Ergonomic assessments for office computer setups are becoming increasingly popular with approximately 100 being completed during the year. This figure includes those done in the health regions. Training sessions were also offered in various locations across the province.

Rehabilitation and career counseling services were provided to employees and former employees who received long-term disability benefits from Manulife Insurance Company.

Indoor air quality testing was completed in four workplaces and is being requested on a regular basis by some departments.

Staff served on various joint management/union committees including the Cash Handling Committee, Advisory Committee and OHS Conference Planning Committee.

The number of work-related incidents resulting in time lost from work was 48 compared to 70 last year. As well, the number of incidents (no lost time from work) was 106 down from 129 in 2000-2001. Training, accident investigation and followups continue to spread the message of the importance of safety in the workplace and there has been a noticeable improvement in the use of personal protective equipment and safe work practices over the last few years.

Workplace Wellness

After the successful completion of a government workplace wellness pilot, which was based on the Health Canada Model, a Corporate Workplace Wellness Plan was developed and endorsed in March 2003.

The development of the Corporate Plan was coordinated by the Public Service Commission and its Workplace Wellness Advisory Committee. The eight recommendations in the plan address health practices, personal resources and workplace culture, physical environment and education and awareness. The recommendations are based mostly on the findings of the pilot site needs assessment exercise which was completed in May 2001.

With the endorsement of the Corporate Plan, the Public Service Commission, through its wellness coordinator and Workplace Wellness Advisory Committee, is in the process of implementing the recommendations according to implementation dates outlined in the plan.

Management Trainee Program

The Management Trainee Program provides developmental opportunities and placements throughout government for three Management Trainees, aimed at development of future leaders for the public service. The most recent competition was very successful with an initial 100 qualified applicants. As a result of this competition, two new trainees will begin their placements the end of May.

The quality of the work performed by the trainees in all placements has been acknowledged as being of high level, and is indicative of the competencies and motivation that recent grads bring to the workforce. The ability of the program to attract such highly skilled individuals is a positive sign as we move into a challenging time in recruitment.

Public Service Commission and the *French Language Services Act*

Progress Report

In the fall of 2000 the PEI Public Service Commission developed an implementation plan to comply with the *French Language Services Act*.

Highlights of this year include an intensive two day training in partnership with Department of Education to develop interview skills for the assessment of spoken proficiency in French using the standard of New Brunswick public service. Five staff at the Language Training Centre were trained using volunteer students from the provincial French Language Training Program.

During the year, the Staffing and Human Resource Planning Division referred approximately 20 individuals for language testing as part of the staffing process. The information on bilingual employees is kept in the government's Human Resource Management Information system.

The Public Service Commission was extensively involved with a human resources planning process. The template that each department worked from included a section on HR planning for compliance with the *French Language Services Act*.

At the end of language training courses in April, provincial employees enrolled at advanced levels were offered the opportunity for an assessment. Approximately 30 employees were evaluated for their level of French.

French Language Training renewed an agreement with Language Training Canada for testing services in reading proficiency and general grammar knowledge in French. These additional assessments support the spoken proficiency assessments and are available to staffing as needed.

In an effort to continually improve the availability of language training for provincial government employees, French Language Training launched a Web site where employees can get information on the French courses available throughout the year and register online.

Statistics for the period September 2002 through May 2003 show that 120 provincial employees benefited over two semesters of training in the French language. Courses were held in Charlottetown, Summerside and O'Leary at various levels of ability from introductory and beginner through intermediate and maintenance. Most of the courses represent 56 hours of classroom time after work hours on employee personal time.

La Commission de la fonction publique et la *Loi sur les services en français*

Rapport récapitulatif

À l'automne de l'année 2000, la Commission de la fonction publique de l'Î.-P.-É. a élaboré un plan de mise en œuvre pour se conformer à la *Loi sur les services en français*.

Les faits marquants de cette année comprennent une formation intensive de deux jours en partenariat avec le ministère de l'Éducation afin d'améliorer les habiletés d'interview servant à l'évaluation de la compétence orale en français au moyen de la norme en usage dans la fonction publique du Nouveau-Brunswick. Cinq membres du personnel du Centre de formation linguistique ont été formés à l'aide d'étudiants bénévoles du Programme de formation en français.

Au cours de l'année, la Division de la dotation et de la planification des ressources humaines a envoyé une vingtaine de personnes en évaluation linguistique dans le cadre du processus de dotation. Les renseignements concernant les employé(e)s bilingues sont conservés dans le système d'information de gestion des ressources humaines.

La Commission de la fonction publique a joué un grand rôle dans le processus de planification des ressources humaines. Le modèle ayant servi à chaque ministère comprenait une section traitant de planification des ressources humaines pour se conformer à la *Loi sur les services en français*.

À la fin des cours de formation linguistique, en avril, les employé(e)s provinciaux inscrit(e)s dans les niveaux avancés se sont vu offrir la possibilité d'être évalués. Une trentaine d'employé(e)s ont été évalués afin de connaître leur niveau de français.

Le Centre de formation en français a renouvelé son entente avec Formation linguistique Canada pour les services d'évaluation de la compétence en lecture et de la connaissance générale de la grammaire française. Ces évaluations supplémentaires appuient les évaluations de la compétence orale et le personnel peut s'en prévaloir au besoin.

Afin d'être toujours plus disponible en matière de formation linguistique auprès des employés du gouvernement provincial, le Centre de formation en français a lancé un site Web permettant aux employés d'obtenir des renseignements sur les cours de français disponibles au cours de l'année et de s'inscrire en direct.

Les statistiques de la période s'étendant du mois de septembre 2002 à mai 2003 montre que 120 employés provinciaux ont profité de plus de deux semestres de formation en français. On a donné des cours à Charlottetown, Summerside et O'Leary; ils étaient de différents niveaux : cours d'introduction, de débutants à intermédiaires et cours de maintien. La plupart des cours représentent 56 heures d'enseignement en classe après les heures de travail, sur le propre temps de l'employé(e).

Implementation of the Workplace Diversity Policy – Progress Report

The goal of the government of Prince Edward Island's Diversity Policy is to define the roles and responsibilities for diversity promotion to create a workplace that is representative of the province's diversity. By endorsing the policy, the government recognizes that a fair and equitable workplace supports employee productivity, initiative and creativity. This policy takes positive steps to facilitate the integration and full participation of the under-represented groups (aboriginal people, persons with disabilities, visible minority members, women in management, and men and women in non-traditional occupations).

One of the responsibilities of the PEI Public Service Commission is to report annually to the minister responsible for the Public Service Commission on the corporate initiatives and progress of the diversity policy. This annual report describes the actions taken and challenges encountered during the year 2002-2003.

Highlights of the diversity activities included:

- The policy was launched in May 2002 with a communication strategy that included a promotional poster, an information booklet, and a diversity Web site at *www.gov.pe.ca/diversity*. These communications outlined the reasons why government as an employer wants to increase the number of employees from under-represented groups and also outlined the roles of the Public Service Commission, departments, the Union of Public Sector Employees, and the Diversity Advisory Committee in the implementation of the policy.
- Departmental meetings were organized with human resource managers and directors to describe the policy and their responsibilities as outlined in the policy. They were encouraged to incorporate diversity and equity goals into their departmental Human Resource Plans and to consider potential candidates from the designated groups.
- Because the policy was new, a variety of educational and training opportunities on workplace diversity were made available to various groups of staff. They were as follows:

January 2002	**Valuing Our Differences** – diversity training for PSC staff
February 2002	**Diversity in the Public Sector Workplace** – presentation to the UPSE Conference
March 2002	**Celebrating Diversity** – a series of diversity training sessions for federal and provincial employees
July 2002	**Cultural Diversity in the Workplace** – presentation by Dr. Karen Mock, Executive Director, Canadian Race Relations Foundation
October 2002	**Diversity Planning Day** – facilitated by the PSC and attended by members of the Diversity Advisory Committee, HR managers, managers and staffing officers
November 2002	**Workplace Diversity and Equity** – presentation by Lewis Perinbarm. Provincial deputies and PSC staff attended.
December 2002	**Valuing Our Differences** – training for the employees of Community and Correctional Services
January 2003	**Toward Diversity** – a series of training sessions for federal and provincial employees on workplace diversity, partnering with the Department of Canadian Heritage and the PEI Federal Council

- A Workplace Diversity Survey was administered to employees within the civil service with the aim of determining how diverse the workforce was, and to benchmark future progress.
- Overall, 2,687 surveys were distributed and 43.8 per cent of these were completed and returned. This return rate limits the confidence with which conclusions can be made about the entire civil service. Among those who responded, 228 identified themselves as being in one of the five designated groups. Of these 228 respondents, about 50 per cent were Women in Management; one per cent were Aboriginal Persons; 7 per cent were Persons in a Visible Minority Group; 18 per cent were Persons With A Disability; and 22 per cent were Persons in a Non-traditional Occupation.
- The diversity consultant maintained an inventory of community clients from designated groups. The purpose of this is to find placement opportunities for group members that are under-represented in the public sector. In addition, the program helps candidates in finding meaningful and longer term employment opportunities, advancement, and provides information on provincial government departments, and hiring process. Counseling and job search assistance are also provided. Presently, there are 300 active candidates registered under the Diversity and Equity Employment Program. Partnerships were formed with the Employment Development Agency and the Seasonal Hiring Centre to assist in the placement process. These placements generally included entry level positions such as administrative support, data entry, clerical and summer student jobs. A total of 17 placements were made (10 adult placements and seven student placements).

- Commission staff met with organizations representing designated groups to obtain feedback on the diversity policy and to identify potential candidates for government jobs. All external job ads are sent to these community groups and applicants are encouraged to self identify if they belong to any of the designated groups.
- The province participated in a variety of multicultural and race relations events such as Faces of Canada, International Tea House, Canada Day Celebrations, International Day for the Elimination of Racism and Racial Discrimination, etc.
- A diversity awareness session Valuing Our Differences has been included into the orientation training package Welcome to Our Service for all new employees.
- The first annual Premier's Diversity Award was presented to Janet Doiron, an employee of the PEI Public Service Commission. Janet has provided diversity leadership to employers, clients and the public by encouraging a welcoming workplace, challenging stereotypical views, guiding diversity clients and collaborating with other organizations to further diversity awareness and promotion.
- The diversity consultant attended conferences, workshops, seminars and committee meetings on issues such as Aboriginal Workforce Participation Initiative, Ministerial Advisory Committee on Multiculturalism, Diversity Education Standing Committee, Networking Employment Opportunities Now, etc.
- While there were many successes during the 2002-2003 year, some challenges were encountered.
- There were difficulties encountered in finding summer jobs and OJT opportunities for students from designated groups. The Public Service Commission will continue to provide departments with information on eligible students and will partner with other student placement programs next year.
- Some departments were less successful than others in developing diversity strategies for the departmental Human Resource Plan, and in considering designated group members for placement opportunities. The commission will continue to assist these departments as they better articulate their diversity goals.
- Expectation among the diversity community and government departments has grown since the development of the Diversity Policy. The current part-time diversity consultant position is not enough resourcing to meet the demands of the community and the needs of government departments.

Organizational Chart

Provincial Treasurer

Prince Edward Island
Public Service Commission

Chief Executive Officer

Administrative Assistant

Learning and Staff Development	Staffing and Human Resources Planning	Corporate Services, Systems and Administration	Classification and Labour Relations
• Occupational Health and Safety	• Staffing	• Pension Benefits	• Labour Relations
• Employee Assistance Program	• Seasonal Hiring Centre	• Payroll Administration	• Classification
• Learning Centre	• Human Resource Planning	• Corporate Services	
• Language Training Centre	• Diversity	• Systems Administration	
• Wellness			
• Management Trainees			

Appendix A – Public Service Commission Budget

Public Service Commission
Expenditure by Division

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Management			
Administration	$ 39,473	$ 27,700	$ 18,200
Equipment	1,116	1,200	0
Materials and Supplies	2,015	3,600	3,100
Professional and Contract Services	36,051	36,900	45,100
Salaries	158,560	160,500	158,300
Travel and Training	12,366	9,800	15,300
	$ 249,580	**$ 239,700**	**$ 240,000**
Employee Benefits			
Administration	$ 8,160	$ 8,300	$ 11,300
Equipment	2,690	2,000	1,500
Materials and Supplies	5,947	5,500	5,200
Professional and Contract Services	0	0	5,000
Salaries	276,135	277,200	276,200
Travel and Training	6,714	11,800	4,500
	$ 299,647	**$ 304,800**	**$ 303,700**
Systems and Administration			
Administration	$ 13,943	$ 9,000	$ 5,400
Equipment	7,240	8,200	0
Materials and Supplies	5,645	6,500	4,000
Professional and Contract Services	334,128	353,500	1,503,500
Salaries	277,595	280,500	285,100
Travel and Training	773	3,000	10,600
	$ 639,323	**660,700**	**$ 1,808,600**

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Corporate Services			
Administration	$ 4,226	$ 3,000	$ 4,500
Equipment	30,925	32,500	7,500
Materials and Supplies	25,236	22,700	16,000
Professional and Contract Services	0	0	12,600
Salaries	89,662	92,400	82,600
Travel and Training	338,962	306,700	319,000
	$ 489,010	**$ 457,300**	**$ 442,200**
Classification			
Administration	$ 5,669	$ 5,900	$ 5,100
Equipment	2,370	2,000	0
Materials and Supplies	686	1,000	2,000
Professional and Contract Services	843,268	816,900	799,300
Salaries	405,642	433,000	419,300
Travel and Training	6,037	5,800	5,800
	$ 1,263,672	**$ 1,264,600**	**$ 1,231,500**
Learning Centre			
Administration	$ 27,684	$ 28,900	$ 35,000
Equipment	8,304	4,200	900
Materials and Supplies	7,380	9,700	8,300
Professional and Contract Services	42,333	43,000	15,000
Salaries	279,032	279,900	287,400
Travel and Training	21,494	23,500	24,500
	$ 386,228	**$ 389,200**	**$ 371,100**

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Employee Assistance Program			
Administration	$ 18,318	$ 18,800	$ 17,200
Equipment	368	500	500
Materials and Supplies	1,685	3,100	5,300
Professional and Contract Services	210	0	0
Salaries	181,766	185,200	201,900
Travel and Training	9,847	8,800	7,600
	$ 212,194	**$ 216,400**	**$ 232,500**
Occupational Health and Safety			
Administration	$ 10,728	$ 9,100	$ 5,100
Equipment	3,999	6,800	0
Materials and Supplies	3,992	5,300	5,700
Professional and Contract Services	2,130	4,200	15,000
Salaries	140,125	143,800	142,900
Travel and Training	10,153	11,800	11,500
	$ 171,128	**$ 181,000**	**$ 180,200**
Staffing and HR Planning			
Administration	$ 37,993	$ 35,900	$ 35,200
Equipment	25,465	1,700	900
Materials and Supplies	36,233	32,400	32,700
Professional and Contract Services	370	0	0
Salaries	931,788	958,000	939,400
Travel and Training	23,640	19,800	16,200
Grants	27,330	30,000	30,000
	$ 1,082,819	**$ 1,077,800**	**$ 1,054,400**

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Language Training			
Administration	$ 6,085	$ 5,600	$ 11,000
Equipment	969	2,000	0
Materials and Supplies	1,315	3,000	4,000
Professional and Contract Services	1,075	0	0
Salaries	281,805	282,700	294,000
Travel and Training	5,471	6,400	7,000
	$ 296,720	**$ 299,700**	**$ 316,000**
Administration			
Administration	$ 1,981	$ 3,100	$ 4,000
Materials and Supplies	17,000	500	500
Salaries	116,772	130,300	207,100
Travel and Training	2,358	4,200	4,000
	$ 138,110	**$ 138,100**	**$ 215,600**
Total PSC Expenditures	**$ 5,228,432**	**$ 5,229,300**	**$ 6,395,800**

Public Service Commission
Revenue

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Federal			
French Services Agreements	$ 135,200	$ 132,900	$ 111,200
Total Federal Revenue	**$ 135,200**	**$ 132,900**	**$ 111,200**
Provincial			
Professional Services	$ 0	$ 0	$ 10,000
Recoverable Pension Costs	219,139	223,800	201,200
Health Services Contracts	581,300	581,300	581,300
Sales and Miscellaneous	209,537	177,900	167,100
Total Provincial Revenue	**$ 1,009,976**	**$ 983,000**	**$ 959,600**
Total Revenue	**$ 1,145,176**	**$ 1,115,900**	**$ 1,070,800**

Public Service Commission
Other Expenditure Budgetary Responsibility

The Employee Benefits budget is approved by the Legislative Assembly under separate appropriation vote and is administered by the PEI Public Service Commission.

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Employee Benefits			
Medical/Life Benefits	$ 255,199	$ 282,000	$ 610,700
Employee Future Benefits	2,889,815	5,373,200	1,721,300
Government Pension	-300,195	5,542,100	8,731,700
Pension Management	200,526	246,500	280,500
Total Employee Benefits	**$ 3,045,345**	**$11,443,800**	**$ 11,344,200**

- **Medical/Life Benefits** include the government's share of employee benefit package for life insurance, Blue Cross medical, etc.
- **Employee Future Benefits** represents the cost to provide retirement or severance pay to public sector employees and members of the Legislative Assembly, pensions for Provincial Court judges, Worker's Compensation Benefits of the civil service and the 2002 Workforce Adjustment Program.
- **Government Pension** is required for the annual pension matching of active civil service employees and active members of the Legislative Assembly (MLAs).

Public Service Commission Financial Summary

	Unaudited Actual 2002/2003	Budget *Revised* 2002/2003	Budget Estimate 2002/2003
Expenditure by Division			
Management	$ 249,580	$ 239,700	$ 240,000
Classification and Labour Relations	1,263,672	1,264,600	1,231,500
Learning and Development	1,204,380	1,224,400	1,315,400
Staffing and HR Planning	1,082,819	1,077,800	1,054,400
Corporate Services, Systems and Administration	1,427,981	1,422,800	2,554,500
Total PSC Expenditures	**$ 5,228,432**	**$ 5,229,300**	**$ 6,395,800**
Other Budgetary Responsibilities			
Employee Benefits	$ 3,045,345	$ 11,443,800	$11,344,200
Revenue			
Federal Sources	135,200	132,900	111,200
Provincial Sources	1,009,976	983,000	959,600
Total Revenue	**$ 1,145,176**	**$ 1,115,900**	**$ 1,070,800**

Appendix B-1 – Civil Service Establishment

Civil Service Establishment

Department /Agency	Exec Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions				
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total	Total	
Agriculture and Forestry	1	118	12	45	0	175	16	2	18	39	233
Attorney General	1	205	44	50	0	299	23	8	31	101	432
Auditor General	1	9	5	0	0	14	5	0	5	0	20
Community and Cultural Affairs	1	87	12	25	0	124	24	0	24	53	202
Development and Technology	1	48	7	2	0	57	4	4	8	25	91
Education	1	46	13	1	0	60	9	0	9	76	146
Employment Development Agency	0	4	0	4	0	8	1	0	1	3	12
Executive Council	4	4	10	0	0	14	5	2	7	9	34
Fisheries Aquaculture and Environment	2	63	9	11	0	83	6	2	8	22	115
Health and Social Services	2	119	28	8	0	155	26	1	27	32	216
Liquor Control Commission	1	76	5	4	0	85	19	18	37	89	212
Provincial Treasury	1	159	28	1	0	188	26	1	27	59	275
Public Service Commission	1	0	45	0	5	50	4	1	5	29	85
Tourism	1	38	7	59	0	104	4	3	7	33	145
Transportation and Public Works	1	320	17	180	0	517	84	36	120	285	923
Total at March 2003	19	1296	242	390	5	1933	256	78	334	855	3141
Total at March 2002	19	1315	237	385	6	1943	395	94	489	662	3113
Difference From Last Year	0	-19	5	5	-1	-10	-139	-16	-155	193	28

Legend: FT = Full-time EXL FT = Excluded Full-time PT = Part-time EXL PT = Excluded Part-time

Appendix B-2 – Length of Service Profile

Classified Division, Full-time and Part-time
March 31, 2003

Service	Male	Female	Total	Percentage of Total
0 - 4 years	338	165	503	26.0%
5 - 9 years	129	150	279	14.4%
10 - 14 years	212	169	381	19.7%
15 - 19 years	139	124	263	13.6%
20 - 24 years	133	91	224	11.6%
25 - 29 years	105	94	199	10.3%
30 - 34 years	57	25	82	4.3%
Over 35 years	2	0	2	0.1%
Total	**1,115**	**818**	**1,933**	**100.0%**
Average years service	13.4	13.8	13.6	

Appendix B-3 – Age Profile

Classified Division, Full-time and Part-time
March 31, 2003

Age	Male	Female	Total	Percentage of Total
Under 25	7	1	8	0.4%
25 - 29	34	38	72	3.7%
30 - 34	72	55	127	6.6%
35 - 39	138	118	256	13.2%
40 - 44	192	169	361	18.7%
45 - 49	250	181	431	22.3%
50 - 54	235	167	402	20.8%
55 - 59	135	75	210	10.9%
60 - 64	49	10	59	3.0%
Over 65	3	4	7	0.4%
Total	**1,115**	**818**	**1,933**	**100.0%**
Average Age	46.7	45.37	46.1	

Appendix B-4 – Departmental Profile

Classified Division, Full-time and Part-time
March 31, 2003

Department	Male	Female	Total
Agriculture and Forestry	112	63	175
Attorney General	151	148	299
Auditor General	6	8	14
Community and Cultural Affairs	49	75	124
Development and Technology	11	46	57
Education	21	39	60
Employment Development Agency	3	5	8
Executive Council	3	11	14
Fisheries, Aquaculture and Environment	53	30	83
Health and Social Services	41	114	155
Liquor Control Commission	50	35	85
Provincial Treasury	101	87	188
Public Service Commission	9	41	50
Tourism	57	47	104
Transportation and Public Works	448	69	517
Total	**1,115**	**818**	**1,933**

Appendix B-5 – Separations

Classified Division
March 31, 2003

Reason	Male	Female	Total
Retirement	24	20	44
Resigned	6	22	28
Dismissed	1	0	1
Deceased	2	0	2
Lay-off	1	2	3
Total	**34**	**44**	**78**

Appendix C-1 – 2002-2003 Staffing Statistics

	Government	Health Sector	Total
Internal Competitions	221	1,210	1,431
External Competitions	78	130	208
Total Competitions	**299**	**1,340**	**1,639**
Competition Applicants	3,104	8,506	11,610
Qualified/Eligible Applicants	1,174	7,883	9,057
Permanent Appointments	138	630	768
Temporary and Casual Appointments	100	738	838
Total Appointments	**238**	**1,368**	**1,606**

Appendix D – 2002-2003 Classification Report

Location	Positions Classified
PEI Civil Service	224
Health Regions	154
Education Sector	2
Community Legal Information Association (CLIA)	3
Workers Compensation Board	10
Total	**393**

In addition, a study of 29 cook positions in the health system was conducted and a number of positions were reviewed for the first round of the casual conversion process.

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